

STAFF | CODE OF CONDUCT

HERE AT FIRST SPORTS COACHING (FSC) WE MAINTAIN A HIGH STANDARD OF SERVICE IN ALL AREAS OF WORK, WE PROVIDE A SAFE, EFFECTIVE AND PROFESSIONAL ENVIRONMENT FOR US TO HELP DEVELOP PARTICIPANTS WITHIN SPORT. ALL OF THE FOLLOWING ELEMENTS ARE TO BE FOLLOWED CLOSELY BY ALL STAFF MEMBERS THAT REPRESENT FIRST SPORTS COACHING.

THE ELEMENTS	THE AIM	THE ACTION
HEALTH & SAFETY	WE PROVIDE A SAFE WORKING ENVIRONMENT FOR STAFF, STUDENTS + VISITORS. WE CREATE A SAFE ENVIRONMENT WHERE YOUNG PARTICIPANTS CAN LEARN + DEVELOP WITHOUT FEAR OF ABUSE OR NEGLECT.	<ul style="list-style-type: none"> • ALL COACHES WILL HAVE AN UP TO DATE, ENHANCED DBS CHECK. • ALL COACHES WILL BE INSURED. • ALL COACHES WILL HOLD A SPORT RELATED QUALIFICATION(S). • RISK ASSESSMENTS CAN BE CREATED IF THE SCHOOL REQUESTS IT. • EQUIPMENT CHECKS WILL HAPPEN BEFORE THE BEGINNING OF EACH SESSION. • ALL COACHES WILL CONDUCT SESSIONS THAT ARE RELEVANT TO ALL CULTURES AND SHOW RESPECT AND EQUALITY TO ALL PARTICIPANTS.
HIGH TEACHING STANDARDS	ALL SESSIONS RUN BY FIRST SPORTS COACHING ARE LED TO A HIGH STANDARD, FULL OF FUN, PROGRESSION, INSPIRATION, SAFETY + STRUCTURE.	<ul style="list-style-type: none"> • ALL COACHES WILL ATTEND CPD TRAINING COURSES THROUGHOUT THE SCHOOL YEAR, THIS IS TO PROGRESS COACHES TO MAINTAIN A HIGH LEVEL OF COACHING. • ALL COACHES WILL HAVE THEIR STANDARD OF COACHING CHECKED BY THE DIRECTOR OF FIRST SPORTS AT LEAST ONCE A TERM. • FEEDBACK FORMS MAY BE USED TO GATHER INFORMATION ON HOW WE CAN ALWAYS IMPROVE AND BE BETTER.
STRUCTURE AND PLANNING	WE PROVIDE A STRUCTURED, SAFE + EFFECTIVE COACHING PROGRAM THAT IS APPROPRIATE TO THE ABILITY OF THE CLASS/ GROUP OF CHILDREN.	<ul style="list-style-type: none"> • ALL COACHES WILL BE INSTRUCTED TO ALWAYS CONDUCT A WARM UP AND COOL DOWN WITHIN EACH SESSION. • EACH SESSION WILL BE AGE AND ABILITY APPROPRIATE. • ALL COACHES SHOULD PLAN, PREPARE AND CARRY OUT EACH SESSION TO RUN ALONGSIDE THE NATIONAL CURRICULUM, INCLUDING CLEAR AIMS AND LEARNING OBJECTIVES OF THE SESSION. • A FUN AND ENJOYABLE ATMOSPHERE SHOULD BE PRESENTED BY THE COACH.
CUSTOMER SERVICE	WE PROVIDE A HIGH LEVEL OF CUSTOMER SERVICE TO OUR CLIENTS.	<ul style="list-style-type: none"> • ALL COACHES WILL BE KIND, APPROACHABLE AND SELFLESS. • ALL COACHES SHOULD BE EASY TO COMMUNICATE WITH. • ALL COACHES WILL BE ON TIME AND WILL REPRESENT A POSITIVE ROLE MODEL. • ALL COACHES NEED TO ARRIVE AT LEAST 5 MINUTES PRIOR TO START OF SESSION. • ALL COACHES MUST WEAR OUR ALL NEW FSC UNIFORM WHEN WORKING.

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OUR ETHOS:

FRIENDLY- ALL OF OUR TEAM MEMBER WILL HAVE A FRIENDLY AND APPROACHABLE MANNER WHEN WORKING WITH ALL CUSTOMERS.

INSPIRING- OUR COACHES WILL BE DETERMINED TO ENGAGE AND INSPIRE PUPILS THROUGH ALL SESSIONS.

RELIABLE- OUR COACHES ARE RELIABLE AND WILL DO THEIR UPMOST TO BUILD A STRONG RAPPORT WITH ALL CUSTOMERS.

SUPPORTIVE- OUR COACHES WILL ALWAYS FIND A WAY TO GET THE BEST OUT OF EVERY CHILD, WE WILL SUPPORT OUR PARTNER SCHOOLS WITH GOOD COMMUNICATION, AID PARENTS BY LISTENING TO THEIR REQUESTS AND MOTIVATE PUPILS WITH PATIENCE.

TRUSTING- OUR COACHES WILL BE TRUSTED AND TRAINED TO PROVIDE STRUCTURED, SAFE AND EDUCATIONAL SPORTS SESSIONS TO THE BEST OF THEIR ABILITY.

OUR VALUES:

FIRST SPORTS WANT PARENTS/GUARDIANS TO:

- ENCOURAGE THEIR CHILD TO ATTEND AS MANY DIFFERENT SPORTING OPPORTUNITIES DURING THE SCHOOL YEAR AS THEY CAN.
- OFFER CONSTRUCTIVE FEEDBACK WHEN REQUIRED.
- SUPPORT ALL PARTICIPANTS IN A POSITIVE MANNER REGARDLESS OF ABILITY, RACE OR GENDER.
- POSITIVELY SUPPORT THE PLAYER WITHOUT PRESSURE AND PRAISE HIS ACHIEVEMENTS.
- SET A GOOD EXAMPLE TO THE PARTICIPANTS AT ALL TIMES.
- DO NOT USE PHOTOGRAPHY DURING SESSIONS UNLESS PERMISSION IS GIVEN.

FIRST SPORTS WANT CHILDREN/PARTICIPANTS TO:

- ATTEND AS MANY SPORTS CLUBS AS THEY CAN.
- GIVE THEIR MAXIMUM EFFORT DURING ALL SESSIONS.
- LISTEN TO THE COACH AT ALL TIMES.
- TELL THE COACH IF THERE ARE ANY ISSUES DURING THE SESSION.
- PARTICIPATE WITH APPROPRIATE FOOTWEAR, AND CLOTHING/EQUIPMENT ETC.

FIRST SPORTS WANT THE SCHOOL / FACILITY TO:

- PROVIDE A SAFE LEARNING ENVIRONMENT FOR ALL PARTICIPANTS.
- SUPPORT THE COACH IN THEIR AUTHORITY WITH THE CHILDREN.
- COMMUNICATE ANY PROBLEMS OR ISSUES WITH THE COACH.

COMPANY FOUNDER/ HEAD COACH:
JOSH POLLARD